

Appendix G: Customizing the user interface

You can customize the appearance of the Meridian IVR 2.0/I user interface to

- alter the appearance of interface elements
- translate Meridian IVR 2.0/I into foreign languages
- alter the wording of menu options

The changes you make will take effect immediately. No recompilation of source code is necessary.

Modifying resource files/colors

The Snap and Snap_bw resource files contain the colors used by Meridian IVR 2.0/I processes. Window manager and process independent color resources are stored in the .Xdefaults file.

As supplied, these files support 16-color and black-and-white systems. On displays which support more colors, you may wish to alter the appearance of the user interface by modifying the color entries in these files.

Should you decide to modify the supplied resource files, select colors from the palette which follows, or your changes may fail to work on systems that support only 16 colors.

The Nortel 16 color palette

white	red
light blue	peach puff
medium blue	magenta4
blue	light gray
forest green	gray33
yellow	gray53
orange	gray75
brown	black

The user interface language directory

The user interface language directory, referred to here as *ui_lang*, supports the customization/internationalization feature. You can customize items (such as icons, user interface language files, error string files, and help text) in the *ui_lang* directory for a particular language or special release.

An environment variable, `VOICE_LANG`, assigned within the user's .profile, points to the active *ui_lang* directory. Nortel supplies the language files in U.S. English.

Note: If you want to set the language to something other than US English, you must modify the profile in the Nortel user's directory, and the gen script file in /etc,

If the Meridian IVR 2.0/I installation directory were called /u/ivr then the following .profile line would tell Meridian IVR 2.0/I to look inside /u/ivr/ui_lang/en_US for language specific files:

```
VOICE_LANG=en_US;export VOICE_LANG
```

If multiple languages are required for a project, you can create several VOICE_LANG subdirectories to support them. Suggested choices for naming subdirectories appear in **Table G-1**.

Table G-1:
VOICE_LANG

Language	Country	Subdirectory
Danish	Denmark	da_DK
Dutch	Belgium	nl_BE
Dutch	Netherlands	nl_NL
English	Japan	en_JP
English	U.K.	en_GB
English	U.S.	en_US
Finnish	Finland	fi_FI
French	Belgium	fr_BE
French	Canada	fr_CA
French	France	fr_FR
French	Switzerland	fr_CH
German	Germany	de_DE
German	Switzerland	de_CH
Icelandic	Iceland	is_IS
Italian	Italy	it_IT
Japanese	Japan	ja_JP
Korean	Korea	ko_KR
Norwegian	Norway	no_NO
Portuguese	Portugal	pt_PT

Table G-1:
VOICE_LANG (Continued)

Spanish	Spain	es_ES
Swedish	Sweden	sv_SE

Items in the UI_LANG directory

Application Editor buttonlabel icons

The following files, located in the UI_LANG directory, contain the icons used in the Application Editor cell palette as button labels. All icons are encoded in XPM (X Pixmap) format. These icons use colors from the Nortel 16-color palette.

audio.xpm	logo.xpm
audio16.xpm	message.xpm
buf_manip.xpm	message16.xpm
buf_manip16.xpm	msg_db.xpm
call_mgmt.xpm	msg_db16.xpm
call_mgmt16.xpm	out_dial.xpm
clock.xpm	out_dial16.xpm
clock16.xpm	prompt.xpm
comm.xpm	prompt16.xpm
comm16.xpm	sql.xpm
db.xpm	sql16.xpm
db16.xpm	user.xpm
execute.xpm	user16.xpm
execute16.xpm	voice.xpm
fax.xpm	voice16.xpm
fax16.xpm	

intrnatnl.xpm	
intrnatnl16.xpm	

Control Panel Button Label Icons

The following icons are used in the Control Panel as button labels. All icons are encoded in XPM (X Pixmap) format. The Graphical User Interface Control Panel supports color and monochrome systems. When the Control Panel is launched, it tries to load icon files that end in `_4.xpm` (4-bit or 16 color icons). If this fails, it loads the set ending in `_1.xpm` (which contains only black and white icons).

uif_database_1.xpm	uif_logo_1.xpm
uif_database_4.xpm	uif_logo_4.xpm
uif_editor_1.xpm	uif_prompt_1.xpm
uif_editor_4.xpm	uif_prompt_4.xpm
uif_help_1.xpm	uif_reports_1.xpm
uif_help_4.xpm	uif_reports_4.xpm
uif_icon_1.xpm	uif_service_1.xpm
uif_icon_4.xpm	uif_service_4.xpm
uif_lock_1.xpm	
uif_lock_4.xpm	

Help files

When you invoke help on a menu option or a cell in the Application Editor, the contents of one of the following files are displayed.

addtext.hlp	DINS.hlp	QSEL.hlp
AMSG.hlp	DMSG.hlp	QUPD.hlp
ANSW.hlp	DOUT.hlp	RECP.hlp
BOUT.hlp	EXEC.hlp	RETN.hlp

browser.hlp	find.hlp	RFAX.hlp
buffers.hlp	GAIN.hlp	RMSG.hlp
cell.hlp	GMSG.hlp	save_as.hlp
CEND.hlp	grid.hlp	SFAX.hlp
CHEK.hlp	GSUB.hlp	SNAP.hlp
CMSG.hlp	HANG.hlp	STOR.hlp
COMA.hlp	LANG.hlp	STPT.hlp
COMI.hlp	LDLV.hlp	SUBS.hlp
COMO.hlp	MATH.hlp	TIME.hlp
COMP.hlp	MENU.hlp	TONE.hlp
CONC.hlp	MSGs.hlp	UDLV.hlp
CONP.hlp	PDAT.hlp	UMSG.hlp
COUT.hlp	PLAY.hlp	UPDT.hlp
DBs.hlp	PMSG.hlp	UPWD.hlp
DCNP.hlp	prefs.hlp	USER.hlp
DDEL.hlp	pte.hlp	userFuncs.hlp
DEFAULTS.hlp	QCNT.hlp	VINP.hlp
DELV.hlp	QDEL.hlp	XFER.hlp
DIAL.hlp	QINS.hlp	

Error log

Many Meridian IVR 2.0/I processes log events to the error log. The following files contain the text that appears in log entries. Previous versions of Meridian IVR 2.0/I maintained these files in the log.d directory.

cli_erl.str	sam_erl.str	vft_erl.str
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csc_erl.str	sase_erl.str	vip_erl.str
db_s_erl.str	sde_erl.str	Application Processor_erl.str
gds_erl.str	trs_erl.str	xai_erl.str
plf_erl.str	trsc_erl.str	xpm_erl.str
qds_erl.str	trsl_erl.str	severity
sad_erl.str	ueh_erl.str	
sai_erl.str	ust_erl.str	

Language files

Language files contain any text strings displayed within the Meridian IVR 2.0/I user interfaces. You can edit virtually everything that appears on the screen or in popup menus by modifying these files.

Language files contain a table of token (or menu option) and string pairs. **Do not alter the menu options.** Ensure that the string is on the same line as the menu option and separated from it by one or more spaces or tabs.

Encompass the string by double quotes. The string may consist of any sequence of printable ASCII characters or spaces. To designate a line as a comment, start it with a pound sign (#). For clarity, you can use both comments and blank lines.

Note: Pay close attention to any comments within the files noting limitations on string lengths. It is possible to insert strings that are too long to fit in the space provided on the screen.

Make copies of these files before modifying them. In addition, if a string contains formatting characters (%s, %d, etc.), ensure that these are not removed from the string or reordered, or unpredictable behavior may result.

The language files, named for their corresponding processes, follow:

plf.lng	xae.lng
sai.lng	xai.lng

plf.lng	xae.lng
scm.lng	xpm.lng
sde.lng	xri.lng
uif.lng	

Smarthelp

The uif.hlp file contains the SmartHelp (context sensitive help) text used for every menu selection in the Control Panel interface.



Warning!

The following files are used internally by the Control Panel process.
DO NOT MODIFY THEM.

uif_lng.uid	Motif user interface file
uif_menu.uid	Motif user interface file
uif_login.uid	Motif user interface file

Modifying the UIF.HLP file

When the system reads the uif.hlp file, it associates sections of text with pull-down menu selections. Sections of help text appears in the SmartHelp window when the user enters a menu selection with the mouse button depressed.

If you modify the pull-down menu option strings in the uif.lng file, be sure to modify the text enclosed within brackets in the uif.hlp file as well. The text in these files must match or context sensitive help will not function.